



PARK HOTEL  
KUR & SPA



HOTEL REGULATIONS



[www.parkhotel.pl](http://www.parkhotel.pl)

## **WELCOME IN PARK HOTEL \*\*\*\* KUR & SPA**

**We present below a short description for  
Park Hotel \*\*\*\* KUR & SPA,  
because we want you to feel like home.  
Whenever you need any additional information,  
please contact with reception.**

**We wish you a pleasant stay.  
Buczyński Family and Park Hotel personnel.**

Park Hotel \*\*\*\* KUR & SPA  
ul. Orzeszkowej 2, 59-850 Świeradów-Zdrój  
Tel. +48 75 78 16 229  
e-mail: [parkhotel@parkhotel.pl](mailto:parkhotel@parkhotel.pl)





First written records were inscribed in thirteenth century and described the curative properties of local magical waters. However, a Silesian doctor Leonard Thurnesser was first person, who examined and describes local mineral water springs in a book issued in Frankfurt in 1572 year. The year 1768 is recognized as the origins of resort, because first house with 14 rooms for quests and patients was constructed and water intakes were regulated. Shortly after that time another resort houses were also established.

First Curation House (pol. Dom Zdrojowy) was established in 1781 year. This building was burned in fire in the year 1895. Current Spring House was erected after the fire and received first quests in 1899. It became one of the most beautiful Silesian resorts. In the year 1884 Świeradów railroad connection with Mirsk and Gryfów was established, from where direct connection to Berlin, Drezden and Wrocław was possible. Nowadays, Świeradów-Zdrój is a radon-healing resort from only few existing and at the same time the biggest one in Europe. Only two radon-healing resorts exist in Poland. Former resort name Flins was changed to Flinsberg, than to Bad Flinsberg. Town name Świeradów-Zdrój is kept from 1948 year.

Current Park Hotel building was operating as two guesthouses erected in the years 1906-1910, namely Haus Borussia comprising of two buildings and Haus Tappert. From the year 1948, these guesthouses were in the possession of trade unions with purpose of sanatorium for workers (D.W. Pokłosie) and hospital, than out-patient clinic (Haus Tappert).

In the year 1997 D.W. Pokłosie building (formally Haus Borussia) was purchased by Buczyński family. At that time complete reconstruction and renovation of buildings began. Catwalk between the buildings and restaurant was erected. Guesthouse was transformed in to Park Hotel. In the year 2002 nearby clinic buildings (Haus Tappert) was purchased. Buildings were connected with catwalk and after the reconstruction all buildings composed one resort complex. At time of reconstruction we wanted to preserve and render the style and beautiful traditional architecture in possibly the greatest extent.

In the heart of Sudetes, in a dale between the ridges of Izerskie Moutains, one of the most beautiful health resorts is located - Świeradów - Zdrój. Romantic buildings, unique mountainous and stimulating microclimate, mineral water springs and curative peat (pol. borowina) are local treasure and source of fame for this resort! This place has long tradition and has been attracting numerous visitors and tourist from ages.



## GENERAL INFORMATION

Welcome to Park Hotel \*\*\*\* KUR & SPA – a place where relaxation, comfort, and care for your well-being come together in perfect harmony. Our hotel, exclusively for guests aged 16 and above, offers a unique atmosphere of tranquility, luxurious amenities, and professional treatments designed to help you restore balance to both body and mind.

### RECEPTION

- Open from **7:00 a.m.** to **8:00 p.m.**
- Please make payment within the first day of your stay.
- To call the reception desk, please dial telephone number **4000**.

### RESTAURANT AND BAR

• **Meal times:**

**Breakfast: 7:30 a.m. – 10:00 a.m., Lunch: 1:00 p.m. – 2:00 p.m., Dinner\*: 5:00 p.m. – 7:00 p.m.**

\*Dinner is served at the table and consists of four courses: an appetizer, soup, a main course (chosen from three options), as well as a mini salad bar and desserts. This style of service ensures a sense of exceptional comfort and care for our guests. Information about the day's menu is provided during breakfast.

- We also invite you to visit the **"Oliwia" restaurant** and the hotel bar.

The kitchen accepts orders daily from **12:00 p.m. to 7:30 p.m.**

The bar is open from **12:00 p.m. to 10:00 p.m.**

### ROOM

- Your rooms are cleaned daily from Monday to Saturday.
- On Sunday, the cleaning service is available on request – please report at the reception.
- The towels are replaced upon request (please leave those you want to change on the floor).
- The bed linen is changed on request.
- Bathrobes are available in the rooms.

### SMOKING ROOM

The entire hotel is non-smoking. Smoking is only allowed in the smoking room near the reception hall (also on balconies). Breaking the smoking ban involves a fee of 500 PLN.

### WATER (NOT CHEMICAL) WASHING AND IRONING OF CLOTHES

- Service submitted before **9:00 a.m.** will be returned by **3:00 p.m.** the same day.
- Service submitted after **9:00 a.m.** will be returned by **12:00 p.m.** the following day.
- For further information please contact the reception.
- Please hand over the clothes to be washed, packed in a bag (located in the closet), along with the completed form to the reception desk.

#### IRONING ROOM

- On the third floor in part , "C" of the building there is a public ironing room (use of the room does not require notification).

#### LUGGAGE ROOM

- In hotel, next to the reception, we provide you with a room in which you can store your luggage.
- If you need help moving luggage to or from room, please contact the reception.

#### STORAGE ROOM FOR SKIS / BICYCLES

- The hotel has a room for storing skis or bicycles on the at the entrance to part "D" of the hotel (the key to the room is available at the reception, issued against a refundable deposit of 10 PLN).

#### TELEPHONE

- For calls inside the hotel (free of charge) - select the required room number preceded by "4" (e.g. 131 - 4131).
- Calls outside the hotel: choose „0" followed by the desired number (calls will be charged to your room).

#### INTERNET

- Free Wi-Fi is available throughout the whole hotel area.
- To use Wi-Fi, please connect to the network named: „Park Hotel SPA",

#### CAR PARK

- The hotel has a fenced and monitored car park (prices are available at the reception).
- Guests arriving with their own car and wanting to use the hotel parking are asked to request this from the reception and leave the car's registration number.

#### DEPOSIT BOX

- Every room is equipped with a free safe.
- The hotel does not take responsibility for things not locked in the safe.
- Please read the instruction manual of safe, if you need help please call the reception.



### EVENTS

• We invite our guests to attend in events organized by the hotel. Detailed information is available on the information board. For further information please contact the reception.

### KUR & SPA TREATMENTS AREA

We invite you to familiarize yourselves with our KUR & SPA offer. The booking of health treatments is possible after consultation with the doctor. For booking of SPA treatments and further information, please contact the KUR & SPA department, located on the first floor of the in building „A“. In order to allow all guests to enjoy the treatments, please to arrive on time for treatments. If you are late for a treatment, it may be shortened or cancelled accordingly. Please read the regulations of the SPA area before the treatment.

### REGULATIONS OF THE KUR & SPA TREATMENTS AREA

#### RESERVATION

Guests wishing to use the hotel's KUR & SPA Treatments Area are encouraged to book their appointments in advance. This will allow them to take place at the most convenient time for you. Our qualified staff will provide you with all the information on our offer and advise you on the choice of treatment.

#### TREATMENTS

Taking care of your comfort and convenience, we recommend that you come to the KUR & SPA Treatments Area 5 minutes before the scheduled treatment. If you arrive late, the treatment may be shortened. For treatments targeting the facial area, please to arrive without jewellery and make-up.

#### CLOTHING

Please arrive to the KUR & SPA Treatments Area prepared for the treatment, i.e. in a dressing gown or costume. We recommend arriving without jewellery and valuables. The hotel is not responsible for valuables left in the treatment room or any other room in the treatment area of the KUR & SPA Treatments Area. We kindly ask you to remember that the treatment area is a quiet zone.

### SWIMMING POOL, SAUNAS, JACUZZI AND FITNESS ROOM

We invite you to enjoy complimentary access to the swimming pool, dry and steam saunas, indoor and outdoor jacuzzis, and the fitness room.

- Please, use the towels from your room especially prepared for this.
- Pool: **7:00 a.m. - 9:00 p.m.**
- Saunas: **3:00 p.m. - 9:00 p.m.**
- During water gymnastic between **09:00 a.m. and 11:00 a.m.** please do not use the pool or jacuzzi.
- The swimming pool is closed for cleaning on Mondays and Thursdays from **12:00 a.m. to 3:00 p.m.**

### MEDICAL CARE

- In case you need to contact a doctor, please inform the reception desk.

### ANIMALS

Only domestic animals- dogs and cats, are allowed in the hotel for an additional fee and with prior notification before arrival. After accepting the Regulations for the stay of animals and the accommodation, on the outer part of the door from the room there must be put on the tag with information about the presence of an animal (the tag is available at the reception).

### ADDITIONAL SERVICES

In addition, at the guest's request, the hotel provides the following services free of charge: wake-up call at the appointed time, luggage storage, taxi-ordering.

### IN CASE OF FIRE

1. Notify the reception: phone **4000**.
2. Leave the premises using escape routes.
3. Turn on the alarm signal at the stairs.
4. In no case should the lift be used.
5. In areas where a fire has occurred, do not open windows or doors.
6. Please leave the room and follow the directions of the hotel staff.



## HOTEL RULES AND REGULATIONS

The following provisions serve to ensure your peaceful and safe stay in our hotel and apply to all guests staying on the hotel premises.

### §1

1. The owner and the administrator of the hotel is **W. Buczyński Sp.J.**
2. The Rules & Regulations regarding pets are an integral part of the Hotel Regulations (found below the Hotel Regulations).
3. The Hotel Regulations define the object of service, liability and rules of staying at the hotel and are an integral part of the agreement, which is concluded by signing the Guest card, as well as by making reservations and/or paying an advance or full payment for a stay at the hotel. By performing the actions mentioned in the previous sentence, the Guest confirms that they have read and accept the Hotel Regulations.
4. The Hotel Regulations are available at the hotel reception, in the hotel room and on the website **[www.parkhotel.pl](http://www.parkhotel.pl)**

### §2

1. The hotel provides accommodation, catering, conference and other services according to the business profile, category and standard. In case of any reservations concerning the quality of services, the Guest is requested to report them at the reception as soon as possible, which will enable the hotel to react immediately and improve the quality of provided services.
2. The hotel is obliged to provide: conditions for complete and unhindered rest of the Guest; safety of the stay, including the safety of keeping the information about the Guest in secrecy; professional and courteous service in the scope of all services provided at the hotel; cleaning of the room and performing necessary repairs of equipment in the absence of the Guest, and in their presence only when they express such a wish; technically efficient service; in case of occurrence of defects that cannot be removed, the hotel will make every effort to – as far as possible – change the room or otherwise mitigate the inconvenience.
3. Guests of the hotel agree to the processing of their personal data necessary for the performance of the hotel service. Personal data is processed by the hotel under the terms of applicable laws and the privacy policy posted on the hotel's website. The provision of data is voluntary, however it is necessary to conclude the contract for hotel services.





### §3

#### CHECK-IN

1. Detailed conditions for making reservations and cancelling rooms are included in the booking confirmation.
2. The hotel reserves the right to charge for the entire stay on the Guest's arrival.
3. In case of cancelling the stay of the Guest during the stay, the hotel will not return the fee for the started day of the stay.
4. The room is rented for the duration of a hotel night, which begins at **2:00 p.m.** and ends at **11:00 a.m.** the next day.
5. If the Guest does not specify the length of stay, it is assumed that the room was rented for one hotel night.
6. If the Guest wishes to extend their stay, they should report it at the reception by **9:00 a.m.** on the day the stay expires. The hotel agrees to process the request subject to availability.
7. The Guest should register their stay at the reception on the basis of a document with a photograph (e.g. ID card, passport, driving licence).
8. Please vacate the room and return the chip card to the reception by **11:00 a.m.** on the day of departure.
9. In case of loss or destruction of the chip card, the hotel will charge the Guest with a fee of 50 PLN.
10. All Guests staying on the hotel premises and using the hotel services must be checked in.

### §4

#### PAYMENT

1. Please make payment on arrival at the reception.
2. The fee is collected:
  - a - for room rental, in cash or by credit card.
  - b - for other services, payment is made on departure in cash or by credit card.
3. VAT invoices may be issued at the request of the Guest, provided that this is notified at the time of booking.
4. The hotel accepts credit card payments: **MASTERCARD, VISA, MAESTRO, DINERS CLUB INTERNATIONAL.**

### §5

#### HOTEL NIGHT

1. The hotel may refuse to accept a Guest who, during a previous stay, has not paid the required fees or has grossly violated the Hotel Regulations, causing damage

to hotel property, other guests, hotel employees or other persons staying at the hotel.

2. Visitors should leave the hotel before **11:00 p.m.**
3. The presence on the hotel premises (excluding the restaurant) of persons visiting Guests after **10:00 p.m.** is tantamount to recognizing the Guest's consent to charge an additional fee for an extra bed in accordance with the hotel price list.
4. A Guest may not transfer the room to other people even if the period for which they have paid for the stay has not passed.
5. From **10:00 p.m. to 7:00 a.m.**, the hotel curfew is mandatory. In the event of its disruption, the hotel shall intervene and may even refuse to provide further services, including removal of the Guest from the hotel.

## §6

### PETS

1. The Rules and Regulations regarding pets are an integral part of the Hotel Regulations.
2. The owner of the pet, when checking in at the reception, will receive the rules and regulations of the stay of the pet to sign. Acceptance of the rules and regulations is necessary to accept Guests with a pet.

## §7

### GUEST LIABILITY

1. The hotel Guest is financially responsible for damage and destruction of equipment and technical devices of the hotel, arising from their fault or the fault of their visitors. The hotel has the right to claim for damages caused on the premises of the hotel.
2. If the Guest does not report any shortages or damages in the room during their stay, the hotel has the right to charge the costs of repairing or equipping the room.
3. The Guest is obliged to comply with fire safety regulations. It is forbidden to use electrical appliances which are not hotel room equipment, especially: heaters, electric irons, hair dryers etc.
4. Smoking is not allowed on the hotel premises.
5. The Guest who smokes in the room will be charged a fee of 500 PLN for deodorization.



## §8

### HOTEL'S LIABILITY

1. The hotel is not responsible for vehicles parked at the hotel.
2. The hotel is responsible for valuables, money, securities only if they are deposited in the hotel depository.
3. The hotel agrees to store items left by Guests for up to 90 days after check-out. In the case of obtaining a request, the above-mentioned items will be sent back by Poczta Polska or courier service to the address indicated by the Guest, at the Guest's expense.

## §9

### CCTV

The hotel is monitored. Guest personal data can be processed by CCTV used in the hotel. The purpose of video surveillance is to protect the Guest and other people staying in or around the hotel. Personal data processed by video monitoring will be stored for a period of 7 days, unless special circumstances occur (eg accident), in connection with monitoring recordings will be stored for a longer time.

## §10

### PERSONAL DATA PROTECTION

In accordance to the Regulation of the European Parliament and of the Council (EU) 2016/679 od April 2016, we inform you that the personal data administrator is **W. Buczyński Sp.J.** based Świeradów-Zdrój, UL. Zielona 3, KRS 0000242120, REGON 230407930.

The personal data is processed in order to book accommodation, and for the provision of hotel services.

Providing personal data is voluntary but also needed to provide the service. Additionally, after the guest agrees, his personal data will be processed for marketing purposes within the scope of granted consent. The data collected for the purpose of providing hotel services will be processed for the period specified on the law, and in the case of data collected on the basis of consent until its revocation.

Data obtained from CCTV is removed within 7 days from the date of record.

You have the right to access the data contents, correct them, transfer data, and the right to receive a copy of personal data processed by the hotel. In addition, the right to withdraw

your consent at any time, requests to limit their processing, deletion, and the right to be forgotten when processing personal data for marketing purpose.

Your data may be shared or passed to the following categories of recipients:

- transport and taxi companies in case you ask us to order transport for you,
- companies providing IT support services for the hotel,
- companies providing accounting services,
- companies providing legal services,
- companies providing marketing services for the hotel.

If you find that personal data are being processed unlawfully, you have the right to lodge a complain to the President of the Office for Personal Data Protection (PUODO).

Contact with the person responsible for the protection of personal data is possible at the hotel's headquarters, or via email address: [ado@hotelparkhotel.pl](mailto:ado@hotelparkhotel.pl)

